

**Position Title:** Housing Case Manager

**Classification:** Full-time, Nonexempt Status

**Reports to:** Residential Services Manager

**Primary Worksite:** Confidential Shelter, Orange County w/ travel throughout service area required

**Fearless!** (formerly known as Safe Homes of Orange County) is a not-for-profit 501(c) (3), which has grown from a grassroots, small group of committed individuals in 1986 to an organization, leader, and resource in the field of intimate partner violence and human trafficking advocacy and services provision. Our many programs include a Family Justice Center, emergency shelter, legal program, anti-trafficking program, individual and group support, advocacy, therapeutic counseling, Risk Reduction Response Programs, systems-based advocacy and collaboration, community education, and outreach, throughout Orange and Sullivan Counties.

### **Role Summary:**

The Housing Case Manager is primarily responsible for providing empathic, nonjudgmental support, empowerment and direct case management services to victims/survivors of intersecting forms of violence and abuse experiencing housing instability and homelessness, and through their transition into stable, safe housing. The role involves advocacy, housing location (identifying and securing appropriate housing for survivors), economic empowerment (identifying and supporting financial literacy, income building, skills building and job searching), and teamwork with other advocates and entities. The advocate will at times provide mobile advocacy services by driving to meet with and/or accompany clients to various locations throughout Orange and Sullivan County.

### **Duties and Responsibilities** (shall include but not be limited to):

- Proactively provide comprehensive, trauma-informed case management services to victims/survivors, including, but not limited to: Individual and/or group supportive counseling; DV Education; Advocacy and accompaniment; Housing Search and Placement; Safety planning and risk assessment; Assess and Respond to client basic needs (I.e., safety, food, shelter, hygiene, health, transportation, etc.); Follow-up contact, as safe and appropriate, and outreach; and, Information and referrals to outside agencies and providers (i.e., legal, housing, transportation and economic options).
- Support clients in developing and updating individualized safety and housing stability plans. Ensure exploration of housing histories, barriers, and strengths, and provide appropriate services to achieve housing and safety, including help clients to tour neighborhoods/properties, connect with landlords, complete and submit housing applications, and coordinate financial assistance payments needed for clients to apply for and move into housing (I.e., ID's, application fees, security deposit, first-month rent, furnishings, etc.), and facilitate lease completion.
- Support completion of Vulnerability Index assessment tools and Coordinated Entry intakes with HUD-defined homeless survivors, maintain the confidential Coordinated Entry list for domestic violence survivors engaged with agency services, and participate in scheduled Coordinated Entry meetings in Orange and Sullivan County.
- Develop expertise in issues related to public benefits, housing options, Coordinated Entry, HUD Housing First and Rapid Rehousing Programs, tenants' rights and responsibilities, housing discrimination, mediation with landlords.
- Develop and maintain positive working relationships with outside agencies as well as landlords and property managers. Build a Housing Directory that documents contacts with housing providers, including the name of contact, address, phone, date of contact, and results of contact.

- Maintain confidentiality, respect privacy, and preserve clients' routine and autonomy.
- Ensure comprehensive documentation of services and client's process throughout enrollment in agency's housing program(s).
- For clients enrolled in the agency's Rapid Rehousing Programs, ensure compliance with HUD standards, including completion of all required documentation, housing inspections and home visits.
- Other duties as assigned by immediate and/or other supervisors.

**Work hours:** 40 hours per week; Monday through Friday with flexibility around evenings, weekends and holidays; primarily business hours with evening shifts required.

**Requirements:**

- Associate degree in human services, criminal justice, social work, or related field, including experience working with victims/survivors of intersecting forms of violence and abuse. 4-year degree preferred.
- Two (2) years of crisis counseling and case management experience preferred, and knowledge of community resources, especially experience providing services to persons experiencing housing instability and homelessness with previous work in housing search and placement, landlord/tenant negotiation, or other relevant negotiation/mediation.
- Good documentation skills. Excellent written and verbal communication skills and ability to establish rapport.
- Ability to motivate others towards achieving goals.
- Ability to work independently with a strong sense of focus, task-oriented, non-judgmental, open personal qualities, and clear sense of boundaries.
- A strong sense of and respect for confidentiality involving both clients and fellow employees.
- Understand and work from the feminist philosophy of empowerment and support/promote the agency's mission.
- Commitment to working from an anti-oppression, harm-reduction, and trauma-responsive approach; and to social change through active participation in working towards ending gender-based violence, racism, classism, sexism, ageism, homophobia, ableism, and all forms of oppression.
- Ability to work in a variety of settings with culturally diverse families and communities with the ability to be culturally sensitive and appropriate.
- Experience with technology and ability to navigate Microsoft Office products, Zoom, Teams, and other database applications.
- A valid, insurable driver's license and transportation are required.
- Travel extensively between the agency's office sites and other locations throughout the service region.
- Physical demands include but are not limited to: long periods of sitting, standing, walking, and/or driving as well as lifting up to 50 pounds and navigating stairs.

**Desired:** Bilingual/bicultural candidates are strongly encouraged to apply.

**Conditions of Employment:** All jobs contingent upon successful completion of certain background checks which, unless prohibited by applicable law, may include criminal history, employment verification, education verification, DMV checks (for driving positions), State Central Registry, State Exclusion List, and fingerprinting.

**NO PHONE CALLS PLEASE.**

Applicants may email, mail, or fax a resume **with** a cover letter, describing your interest in this position.

**The subject line must read:** Housing Case Manager

**Email:** jobs@fearlesshv.org | **Fax:** 845-562-2216

Fearless! Hudson Valley is an equal opportunity employer committed to a diverse, culturally inclusive work environment and prohibits discrimination due to race, color, age, religion, sex, sexual orientation, gender and identity, disability, and national origin in employment and delivery of services. All are encouraged to apply.

This description reflects the principal functions of the job for the purpose of job evaluation. It should not be construed as a detailed description of all work requirements of the job nor shall be construed as giving exclusive responsibility for every function described.